



Let's Solve

## Case Study

Large scale SAP BASIS support  
for 31 platforms, 650+ instances  
for US-based Medical Devices,  
Pharma & CPG Manufacturer



A Larsen & Toubro  
Group Company

## Client

The client is a US-based Multinational Medical Devices, Pharmaceutical and Consumer Packaged Goods Manufacturer.

## Challenges

Support services for SAP BASIS for 31 platforms, 650+ instances, 2000+ servers & 40+ SAP Products

## LTI Solution

We established a BI Center of Excellence (CoE), which offered a fully integrated solution, providing customer connectivity, supply chain integration & common dashboards to the client. The solution enabled sharing of best practice processes & technologies across the region, empowering the client with quicker decision-making and enhancing customer experience. The client named LTI as its Strategic BI Service Provider after establishment of the BI Center of Excellence.

## Scope:



### Operations

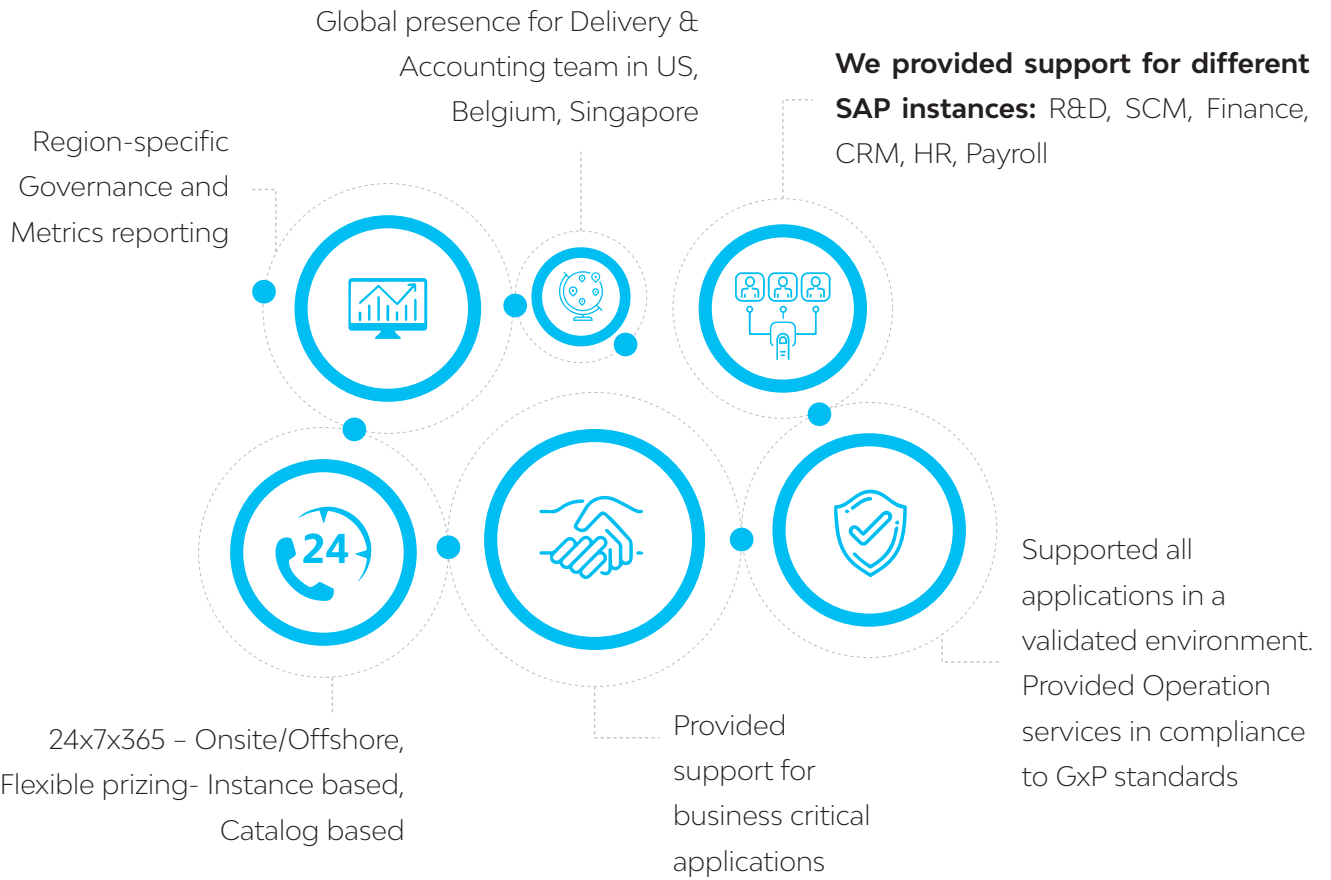
- Incident Management
- Change Management
- Problem Management
- Service Request Management
- System Monitoring, Health checks, Performance tuning, Trouble-shooting, Various KPIs reporting and documentation



### Build & Engineering

- Project Execution – Build, Deploy, Migrate & Upgrade
- Core Engineering and Capability Introduction
- POCs & Technology Roadmap.
- L3 Support
- Catalog based Pricing

# Solution



## Business Benefits Delivered

100%  
System Availability

82%  
Reduction in MTTR

56%  
Reduction in Incident Volume

99%  
FPA Compliance

# Key Innovations Delivered



SMART IT  
Log Analytics



PARAM  
Compliance  
Process  
Automation



Automated  
Centralized  
System  
Management



SAP Failover  
Remediation  
Program



Engineering  
CoE Multiple  
New  
Technology  
Innovations



SDDC  
Architectural  
Assessment &  
Factory



Model  
Conceptualization



Solution  
Manager



End User  
Experience  
Monitoring

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